TRICARE RESERVE SELECT (TRS)

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HEALTHCARE SERVICES

The spirit of working together.

HMHS Panel:

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TRS Presentation Overview

- Interfaces with the TRS Member
- Workflow – movement of the enrollment form
- Enrollment and billing information – what to expect
- Changes to the account after enrollment
- What happens if TRS member is recalled
- Some of the notifications sent to the TRS member

Encounters with HMHS

- **Encounters with HMHS can occur:**
  - **TSC – through walk-ins, briefings**
    - Submission of enrollment forms and/or payments
    - Questions regarding benefits, enrollment/claims
  - **Phone – toll-free customer service line**
    - Questions regarding benefits, enrollment/claims
    - Questions re enrollment – coordinated with the Centralized Enrollment & Billing Department (CEBO)
  - **Web site**
    - Current links to TMA's website
    - Provider Locator
    - Future – ability to pay on line

TRS Enrollment Workflow

- **Submission of enrollment forms and/or payments**
  - **Submitted to TSC**
    - **Forms are faxed to CEBO**
    - **Payments are over-nighted to lock-box (bank) operation**
      - Bank processes and electronically submits payment to HMHS, which updates HMHS' fee system
  - **Mailed directly to HMHS**
    - **Payment and form received at lock-box operation**
      - Bank captures electronic image – HMHS imports to Workflow and Imaging System (Liberty)
      - Electronically submits payment to HMHS' system

TRS Enrollment Flow (continued)

- **CEBO Receives enrollment form and/or payment**
  - **All incoming documents are scanned and indexed in Liberty Workflow System**
  - **Workflow distribution sends to processors**
    - **If eligibility problem, a letter is sent to TRS member**
    - **If payment missing or incorrect, TRS member and/or family are enrolled and a billing letter is sent**
    - **If enrollment completed, DMDC issues TRS enrollment card**
      - HMHS sends enrollment welcome packet

TRS Establishing Enrollment

- **Enrollment and payment parameters**
  - **DEERS determines the effective date based on date of eligibility**
  - **Accounts are initially established as either single or family**
    - **TRS member must be enrolled – the TRS member's address determines the enrollment region**
    - **Qualifying life events can change the single or family status**
  - **First month's payment must be for a full month**
  - **If initial effective date other than 1st of month, the second month's bill will be a prorated bill (based on a 30 day month)**

TRS Billing

- **Once enrolled with initial payment applied**
  - **HMHS mails a bill on the 10th of each month**
    - **Bill includes the amount due and any past due amounts – provides return envelope**
    - **Second page of bill provides:**
      - The ability to select additional method of payment (if this method selected, member does not receive a monthly bill)
        - Electronic Funds Transfer (EFT)
        - Auto credit card charge
      - The ability to change enrollee's address
        - If address change outside of region (for TRS member) , contractor performs enrollment transfer from address change

TRS Enrollment Changes

- **Enrollment changes from single to family, or family to single (qualifying life events)**
  - **Must be reported to the TRS member's contractor within 60 days by submitting an enrollment form**
  - **Fees due or credits due are prorated by day (daily rate for families $7.77 and $2.50 for single)**
  - **The effective date of change is the date of the qualifying life event**
  - **If additional premium or credit due, will be included on next bill**

  - **QLEs: divorce, death, change in OHI, child ages out, marriage of TRS member, birth or adoption**

TRS Enrollment Changes (continued)

- **Recall to Active Duty for greater than 30 days**
  - **Refunds are prorated by day – mailed to TRS member's address**
  - **After end of the "Recall to Active Duty" and/or TAMP**
    - **DEERS automatically reactivates TRS enrollment**
    - **HMHS will generate bill**

    Note: If recall is for 30 days or less, TRS enrollment will continue unchanged
- **Voluntary disenrollment requests are effective end of month in which request is made**
- **In the event of the death of the member, family remains enrolled until the end of the month**

TRS Enrollment Program Processes

- **Delinquency Notices**
  - **Contractors are required to mail a delinquency notice on the 12th of the month for which payment was due**
- **Annual Notices of Premium Increases**
  - **HMHS' November and December bills will include information on new annual premium**
  - **For those members not receiving a monthly bill, the notification of the increase will occur in December**
- **Reconsiderations**
  - **Requests for enrollment or re-enrollment in situations where the program requirements have not been met are to be submitted to the TRICARE Regional Director**

TRS Summary

- **The enrollment process has started – several TRS members are already enrolled**
- **Letters are being issued for any eligibility problems**
- **Any service agreements received in error are being returned**
- **The first billings have been manual – expect first automated billing this week**
- **All testing of claims has been successful - we do not expect any issues with claim's payment**
- **We are off to a slow start in enrollment receipts, but expect to see larger volumes over the next several weeks**